

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS

OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER
N/A

PAGE 1 OF 1

2. CONTRACT NO.

DAAB07-98-A-V005

3. AWARD/EFFECTIVE
DATE
98/04/02

4. ORDER NUMBER

5. SOLICITATION NUMBER

DAAB07-98-Q-V050

6. SOLICITATION ISSUE
DATE

7. FOR SOLICITATION
INFORMATION CALL:

a. NAME

Jill M. Sommer

b. TELEPHONE NUMBER (No collect calls)

703-325-3315

8. OFFER DUE DATE/
LOCAL TIME

BY

CODE W73QLH

U.S. Army Communications-Electronics Command Acquisition Center-Washington
Hoffman Bldg 1, Room 284
ATTN: AMSEL-AC-WA-B
2461 Eisenhower Avenue
Alexandria, Virginia 22331-0700

10. THIS ACQUISITION IS

☐ UNRESTRICTED
☐ SET ASIDE: % FOR
☐ SMALL BUSINESS
☐ SMALL DISADV. BUSINESS
☐ 8(A)

11. DELIVERY FOR FOB
DESTINATION UNLESS
BLOCK IS MARKED

☐ SEE SCHEDULE

☐ 13a. THIS CONTRACT IS A RATED ORDER
UNDER DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION

☐ RFQ ☐ IFB ☐ RFP

15. DELIVER TO

CODE

Shall be specified on each delivery order

16. ADMINISTERED BY

See Block 9.

CODE W73QLH

17a. CONTRACTOR/
OFFEROR

CODE 062C1

FACILITY
CODE

Comark Federal Systems
4433-B Brookfield Corporate Drive
Chantilly, Virginia 20151
TELEPHONE NO. (703) 227-2900

TIN: 36-394-9000

DUNS: 15-977-6806

18a. PAYMENT WILL BE MADE BY

CODE

Shall be specified on each delivery order

☐ 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW
IS CHECKED ☐ SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Blocks 19-23, See Attachment A				
(Attach Additional Sheets as Necessary)					

25. ACCOUNTING AND APPROPRIATION DATA

26. TOTAL AWARD AMOUNT (For Govt. Use Only)

☐ 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ☐ ARE ☐ ARE NOT ATTACHED.

☒ 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA ☐ ARE ☒ ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES
TO ISSUING OFFICE, CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET
FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO
THE TERMS AND CONDITIONS SPECIFIED HEREIN.

29. AWARD OF CONTRACT: REFERENCE Comark OFFER
DATED 98/02/23, YOUR OFFER ON SOLICITATION
(BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH
ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS.

30a. SIGNATURE OF OFFEROR/CONTRACTOR

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)

VICE PRESIDENT

30c. DATE SIGNED

4/1/98

31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)

Mary T. O'Hara
Contracting Officer

31c. DATE SIGNED

2 apr 98

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE
CONTRACT, EXCEPT AS NOTED

33. SHIP NUMBER

☐ PARTIAL ☐ FINAL

34. VOUCHER NUMBER

35. AMOUNT VERIFIED
CORRECT FOR

32b. SIGNATURE OF AUTHORIZED GOVT. REPRESENTATIVE

32c. DATE

36. PAYMENT

☐ COMPLETE ☐ PARTIAL ☐ FINAL

37. CHECK NUMBER

38. S/R ACCOUNT NUMBER

39. S/R VOUCHER NUMBER

40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER

41c. DATE

42a. RECEIVED BY (Print)

42b. RECEIVED AT (Location)

42c. DATE REC'D (YY/MM/DD)

42d. TOTAL CONTAINERS

AUTHORIZED FOR LOCAL REPRODUCTION

SEE PAGE 2 FOR OMB CONTROL NUMBER AND PAPERWORK
BURDEN STATEMENT

STANDARD FORM 1449 (10-95)
Prescribed by GSA-FAR (48 CFR) 53.212

**U.S. ARMY
COMMUNICATIONS-ELECTRONICS COMMAND
BLANKET PURCHASE AGREEMENT
ENHANCED TECHNOLOGY-1**

The U.S. Army Communications-Electronics Command Acquisition Center-Washington (CECOM AC-W) has entered into a Blanket Purchase Agreement (BPA) with Comark Federal Systems to provide Commercial-Off-The-Shelf (COTS) general purpose personal computer components and peripherals so that a user may upgrade, enhance, optimize, and improve the overall performance of an existing computer configuration/platform in support of the Army's mission. This agreement is under the terms and conditions of Comark's GSA Federal Supply Schedule Contract (hereafter referred to as "Contract") and the following BPA terms and conditions:

1. PRODUCTS AVAILABLE UNDER THIS BPA

Attachment A contains the items that may be ordered under this BPA.

2. PRICING

The GSA Schedule pricing offered by Comark under this BPA will remain the same for the term of the BPA. The BPA pricing will automatically decrease whenever the pricing offered on the Contract fall below the BPA pricing offered under this agreement.

Individual customers may request and negotiate additional discounts based upon their anticipated volume of products or services to be purchased under a Delivery Order.

3. PREVAILING TERMS AND CONDITIONS

All orders placed against this BPA are subject to the terms and conditions of the Contract, except as noted in Attachment A- Schedule of Supplies/Services, Attachment B-Enhanced Technology-1 Specification/Statement of Work, and Attachment C-Warranty Terms. The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of the BPA and the Contract, the provisions of this BPA will take precedence.

4. TERM OF BPA

The term of this BPA shall run concurrent with the applicable Contract. This BPA will be reviewed semi-annually from the time of agreement.

5. OBLIGATION OF FUNDS

This BPA does not obligate any funds. The Government is obligated only to the extent of authorized purchases actually made through orders issued under this BPA.

6. PURCHASE VOLUME

The estimated quantities reflected in the price model quoted are to be distributed among three (3) Enhanced Technology BPA holders IAW orders placed over the BPA term. The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be based upon the projected quantities in the RFQ pricing model. For administrative purposes, this BPA shows a quantity of one (1). If the actual quantity ordered is less than the quantities estimated in the RFQ, the Government will not be liable for any shortfalls of revenue, lost profits, or other economic consequences.

7. AUTHORIZED BPA USERS

This BPA is open to the Army, all military services, the Department of Defense, other Government agencies, and contractors performing DoD contracts if authorized by the Government.

8. DELIVERY TICKETS

Unless otherwise agreed to, all deliveries under this BPA must be accompanied by a delivery ticket or a DD Form 250. As a minimum, the delivery tickets or sales slips must contain the following information:

- (a) Name of Contractor,
- (b) Contract Number,
- (c) BPA Number,
- (d) Model Number ,
- (e) Purchase Order Number,
- (f) Date of Purchase,
- (g) Quantity, unit price, and extension of each item (unit prices) and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of shipment

9. DELIVERY

Delivery shall be in accordance with individual delivery order issued under this BPA. The contractor shall start accepting orders upon issuance of the BPA. Delivery to the address(es) specified in each delivery order shall be within 30 days in the Continental United States (CONUS) and 45 days Outside the Continental United States (OCONUS) from the date the order is received by the contractor from a designated Central Ordering Processing Office (COPO). A delivery order is considered "issued" when the contractor has received the order from a COPO.

10. ORDERING

Ordering will be decentralized. All orders will be issued through Product Manager, Small Computer Program (PM, SCP) Central Order Processing Office (COPO) at the following address:

U.S. Army CECOM Systems Management Center
 Product Manager, Small Computer Program
 ATTN: AMSEL-DSA-SCP
 Building 283 (Squier Hall)
 Fort Monmouth, NJ 07703-5605

Facsimile Number 732-532-5185

Each order issued under this contract shall be forwarded to PM, SCP COPO for verification and validation. The COPO will, then, forward the order to the BPA holder (1 cy), the Contract Administration Office (1 cy) as specified on each order, and the Payment Office (1 cy) as specified on each order. The remaining distribution shall be made by the ordering office and in accordance with their procedures after the COPO's validation.

Detailed ordering instructions shall be provided in the BPA holders ordering catalog, which shall be published on the BPA holder's WWW page.

Any request for a deviation from the terms of this BPA must be submitted to the Contracting Officer at the following address:

US Army Communication-Electronics Command-Washington
Acquisition Division A, Hoffman Bldg. 1, Rm. 284
2461 Eisenhower Avenue
Alexandria, Virginia 22331-0700

11. FREE ON BOARD (F.o.B.)

Domestic and overseas delivery of the supplies identified in Attachment A shall be IAW with FAR Clause 52.247-34 entitled "Free on Board (F.o.B.) Destination" and FAR Clause 52.247-48 entitled "F.o.B. Destination-Evidence of Shipment" which are incorporated by reference. The delivery destination shall be specified in each individual delivery order.

12. FEE FOR SERVICE

The resultant BPA will be part of a fee for service return program required by PM, SCP. All CLIN/SLIN prices on the BPA will be increased by a percentage, which may vary during contract performance. Implementation shall occur at a later date, under separate cover. Currently, the Fee For Service is collected by PM, SCP via Form DD-448 Military Interdepartmental Purchase Request (MIPR) from the issuing activity. After implementation, the contractor will be required to reimburse PM, SCP the percentage amount on a monthly basis.

13. PAYMENT

Payment shall be made for items accepted by the Government specified in each delivery order. Payment procedures are in accordance with the Contract. The payment office shall be identified on each delivery order issued against this BPA. The Government will make payment in accordance with Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) Circular, A-125, Prompt Payment. FAR Clause 52.232-25 Prompt Payment (June 1997) applies. At the option of the Government, payments under this BPA may be made by check, electronic funds transfer, or the automated clearinghouse.

14. INVOICES

The requirements of a proper invoice are as specified in the Contract. Invoices shall be submitted to the payment address specified on each delivery order issued against this BPA and shall be accompanied by a copy of the delivery ticket for that order.

15. FAST PAYMENT PROCEDURE

FAR Clause 52.213-1, Fast Payment Procedure (Aug 1988), is hereby incorporated into this agreement.

16. ADMINISTRATIVE MANAGEMENT

The BPA holder shall provide the following as identified in Attachment B, ET-1 Specification/SOW:

- Monthly Status Report
- Weekly Order Activity Report
- Ordering Catalog
- Equipment Failure Report

17. PROGRAM STATUS REVIEW (PSR)

The BPA holder shall attend, on a semi-annual basis, the PM, SCP PSR as specified in Attachment B, ET-1 Specification/SOW.

18. Government Wide Commercial Credit Card-VISA Impact Card

The following describes the procedures to be used for ordering items under this BPA by using the Federal Government credit card. This option to order by use of the Government credit card is strictly an optional method of ordering by the Government and may be used in place of ordering by the SF 1449. The Government does reserve the right to unilaterally terminate credit card ordering on this BPA at any time.

All ordering offices may use the Federal Government Credit Card (VISA) referred to as "Purchase Card" as an optional method of ordering and paying for purchases made under this contract.

The purchase card is specifically designed for use by the Federal Government. The purchase card is like a typical personal credit card. However, the authorization limitations of the purchase card are more specific, i.e., only for a particular contract, monthly limitations, certain categories of products or services, etc. The Purchase Card will be exclusively used for official Government purchases in accordance with the prices, terms, and conditions of this contract, the simplified acquisition limitation as stated in the Federal Acquisition Regulation (FAR) Part 13 in effect on the date the order is placed and the cardholder's delegation of authority. With respect to ordering authority, any authorized user of this contract who is an appointed, recognized Government credit card holder is allowed to use the credit card as a means of purchasing items on this contract. For credit card orders only, this waives the requirement for submission of a SF 1449. All appointed, recognized Government credit card holders are subject to and responsible for complying with all the rules, regulations, and limits that come with their credit card.

Credit limits for the purchase card are dictated by each of the using activities major commands. Knowledge of these credit limits for the purchase card is the responsibility of the credit card holder and the approving office.

The contractor shall accept firm-fixed-price delivery orders under the contract made by use of an authorized purchase card. The contractor shall bill the cardholder when the order is shipped.

For credit card orders only, the warranty begins on the day the order is shipped from the factory. In addition, for credit card orders the contractor shall maintain for the life of the warranty all documentation pertaining to the sale, receipt, and delivery to the user. Additionally, when the vendor receives a credit card order, the contractor is required to supply the Minimum Required Fields for Credit Card Orders. This is to be provided within 5 days of any credit card order received by the contractor, to PMSCP, Fort Monmouth, New Jersey at the following E-mail address in the required format. The minimum required fields for credit card orders are specified in Part D, Statement of Work.

AMSEL-IS-SCP-CR@ISMA8.MONMOUTH.ARMY.MIL

ENHANCED TECHNOLOGY - 1 (ET-1) SPECIFICATION AND STATEMENT OF WORK

1.0 Scope

This specification defines the requirements for commercial off-the-shelf (COTS) general purpose personal computer components and peripherals in support of the Army's and other Department of Defense (DoD) agency's mission including contractors performing DoD contracts if authorized by Government, in accordance with the Department of Defense (DoD) Personal Computer Policy Implementation Plan (FY 1996-FY 2001) in order that the user may upgrade, enhance, optimize, and improve the overall performance of an existing computer configurations /platforms without necessarily purchasing a new computer system. This acquisition includes technology upgrades to personal computers, servers, software, laptop, printer, and other peripheral updates. Support services and training that enhance the users performance/ability to implement use of the enhanced technology products is further included in the event that this is required in the future. Through adherence to existing standards, the PC components and peripherals shall maintain connectivity and interoperability with the current Army installed base of computer resources. All hardware and software purchased from this contract shall be Year 2000 compliant. If deemed necessary for the total solution of a specific delivery order, open market/incidental items may be ordered.

Integral to this acquisition is the application of common industry standards and Open Systems Environment (OSE) standards including but not limited to TAFIM 2.0, and the Joint Technical Architecture. The strategic application of OSE standards assures interoperability, scalability, and portability of application software between ruggedized, semi-ruggedized, and COTS personal computers as well as other computer units and communication facilities throughout the DoD.

The Army's installed base and primary sources of computer resources have been obtained from the Army Personal Computer-1 (PC-1) contracts, Army Portable-1 contracts, and current Army Small Multiuser Computer-2 (SMC-2), PC-2 , and Port-2 contracts. The PCs in the installed base are predominantly MS-DOS and MS-Windows based. As such, the new PC equipment must be able to use existing COTS applications and Government owned data that's already in the installed base without conversion or modification. The Contractor shall insure interoperability of equipment provided in this contract to those who have purchased from the current primary sources of Army personal computers. An intent of the ET-1 contract is to extend the useful operating life of PCs and servers procured approximately 2-3 years ago without purchasing a new ADPE system/suite. This BPA is open to all Army, other DoD agencies, contractors performing DoD contracts if authorized by Government, and other Government agencies.

1.1 Operational Environment

The operational environment for this equipment will primarily be an office environment, however the missions of various organizations will require that the equipment be easily disassembled and transportable to field environments. The worldwide mission under which this equipment will be used requires products that can accommodate varying power requirements (e.g., 110-120 VAC/50-60 Hz and 220-240 VAC/50 Hz), power connectors, and communications regulations.

1.2 Applicable Documents and Referenced Organizations.

1.2.1 Federal Information Processing Standards. Copies of the FIPS PUBS standards and other Government standards may be obtained from:

US Department of Commerce
National Technical Information Service
5285 Port Royal Road
Springfield, VA 22161

- FIPS PUB 1-2 (14 November 1984) Code for Information Interchange, Its Representations, Subsets and Extensions.

- FIPS PUB 86 (29 January 1981) Additional Controls for use with ASCII.

- FIPS PUB 107 (31 October 1984) Local Area Networks: Baseband Carrier Sense Multiple Access with Collision Detection Access Method and Physical Layer Specifications, and Link Layer Protocol

- FIPS PUB 146-2 Profiles for Open Systems Internetworking Technologies (POSIT).

- FIPS PUB 151-2 (12 May 1993) POSIX: Portable Operating Systems Interface for Computer Environments.

- FIPS PUB 156 (5 April 1989) Information Resource Dictionary System (IRDS)

- FIPS PUB 158 (28 May 1990) The User Interface Component of the Application Portability Profile

- Defense Communications Agency (DCA), Circular 310-140-2. 1 July 1989, Host Nation Approval (HNA) Connection Approval

1.2.2 TWAIN. Copies of TWAIN specification can be obtained at:

<http://www.twain.org/>

1.2.3 American National Standards Institute. Copies of ANSI and ISO standards may be obtained from:

American National Standards Institute
11 West 42nd Street
New York, NY 10036

<http://www.ansi.org/>

Phone (212) 642-4900

FAX (212) 398-0023

- ANSI X3.4-86 7 Bit American National Standard Code for Information Interchange.
- ANSI X4.23-82 Keyboard Arrangement of Alphanumeric Machines.
- ISO 8802/2 Information Processing Systems - Local Area Networks - Part 2: Logical Link Control.
- ISO 8802/3 Information Processing Systems - Carrier Sense Multiple Access with Collision Detection Access Method and Physical Layer Specifications.
- ISO 9660 Volume & File Structure for CD-ROM, Part I - MO, Part II - WO.
- UL 1950

1.2.4 Environmental Protection Agency (EPA). Copies of EPA Energy Star requirements may be obtained from:

U.S. EPA Atmospheric Pollution Prevention Division
401 M Street SW, (6202J)
Washington, DC 20460

Phone (202) 233-9190

Toll Free: (888) STAR-YES

FAX (202) 233-9569

<http://www.epa.gov/energystar.html>

1.2.5 Electronic Industries Association. Copies of EIA standards may be obtained from:

Electronic Industries Association
2001 I Street, NW

Washington, D.C. 20006

Phone (202) 457-4966

- EIA-RS-232-D-87 Interface between Data Terminal Equipment and Data Circuit-Terminating Equipment Employing Serial Binary Data Interchange.

1.2.6 Video Electronics Standard Association. Copies of the VESA standards may be obtained from:

Video Electronics Standard Assoc.,
2150 North 1st St., suite 440
San Jose, CA 95131

Phone (voice) (408) 435-0333
(FAX) (408) 435-8225

- VESA Monitor Timing Standard and Manufacturing Guidelines.

1.2.7 Peripheral Component Interconnect. Copies of the PCI specification may be obtained from:

PCI Special Interest Group
P.O. Box 14070
Portland, OR 97214

Phone (voice) 1-800-433-5177
(FAX) (503) 234-6762

- Peripheral Component Interconnect Specification, Rev 2.1.

- Peripheral Component Interconnect BIOS Specification, Rev 2.1.

1.2.8 CCITT. Copies of the CCITT recommendations may be obtained from:

United States Department of Commerce
National Technical Information Service
5285 Port Royal Road
Springfield, VA 22161

Phone (703) 487-4650

- CCITT H.261 (December 1990) Video Code for Audio Visual Services at Px64 kbit/sec.

- CCITT H.320 (December 1990) Narrow Band Visual Telephone Systems and Terminal Equipment.
- CCITT I.121 (April 1991) Broadband Aspects of ISDN.
- CCITT I.150 (April 1991) B-ISDN Asynchronous Transfer Mode (ATM) Functional Characteristics.
- CCITT I.361 (April 1991) B-ISDN ATM Layer Specification.
- CCITT I.362 (April 1991) B-ISDN ATM Adaptation Layer (AAL) Functional Description.
- CCITT I.363 (April 1991) B-ISDN ATM Adaptation Layer (AAL) Specification.
- CCITT V.29.
- CCITT V.32bis.
- CCITT V.34bis.
- CCITT V.35bis.
- CCITT V.42bis.
- CCITT MNP5bis.

1.2.9 Institute of Electrical and Electronics Engineers (IEEE). Copies of the IEEE standards may be obtained from:

Institute of Electrical and Electronics Engineers
445 Hoes Lane
PO Box 1331
Piscataway, NJ 08855-1331

Phone (800) 678-4333

- IEEE 802.1d (1990) Media Access Control Bridges.
- IEEE 802.2 (1988) Information Processing Systems - Local Area Network Part 2: Logical Link Control.
- IEEE 802.3 (1985) Standard for Local Area Networks.

- IEEE 802.3A (1988) Supplement to IEEE 802.3 .
- IEEE 802.7 (1988) Broadband Local Area Network Recommended Practices.
- IEEE P1284 (1994) Bi-directional Parallel Port.

1.2.10 Infrared Data Association. Copies of the IrDA standards may be obtained at:

<http://www.irda.org/>

1.2.11 International Electrotechnical Commission. Copies of the IEC standards may be obtained at:

<http://www.iec.ch/>

1.2.12 Federal Communications Commission. Copies of the FCC rules and Regulations may be obtained at:

<http://www.fcc.gov/oet/info/rules/>

1.2.13 Army Technical Architecture. Copies can be obtained from ODISC4 http site located at:

http://www.army.mil/disc4-pg/test/arch/projects/ta_dload.html

1.2.14 Technical Architecture Framework for Information Management (TAFIM). Copies can be obtained from DISA http site located at:

<http://www.itsi.disa.mil/cfs/tafim.html>

1.3 Contract Terminology.

1.3.1 Definitions.

Equipment. The term equipment is used throughout the specification to refer to a combination of items such as hardware, software, and firmware.

RFI/EMI. Radio Frequency and Electromagnetic Interface

Support. To provide as an inherent capability without requiring the acquisition of other products or features not provided as part of the proposed solution.

Remanufactured Toner Cartridge. Completely rebuilt cartridge. All worn parts are replaced, including drums and smaller parts. Each part is examined and replaced, if worn, with higher quality longer life parts. These may include, but not limited to, such

items as drums, wiper blades, recover blades, doctor blades, axles, gears, contacts and a number of other parts. After the rebuild process each cartridge is then reassembled and filled with high quality toner that exceeds the OEM brand. It is then tested again for quality assurance and image assurance.

1.3.2 YEAR 2000 Compliant Warranty--Commercial Supply Items

- a. The contractor warrants that any hardware or firmware (as those terms are generally defined) or a computer database, computer software, computer program(s), or commercial computer software (as those terms are defined in DFARS 252.227-7013 and 252.227-7014), products delivered under this contract shall be able to correctly process date and date related data into and between the year 1999 and 2000, including leap year calculations. Processing date and date related data correctly shall include but not be limited to, correctly calculating, comparing, and sequencing the date and date related data and shall be transparent to the user. Contractor provided products, when used in combination with other products, shall accurately process date/time data provided that such other products properly exchange date/time data with them. The contractor warrants that any system delivered under this contract which includes any hardware, firmware or software (as defined above), shall correctly process date and date related data as an entire system and individually, from the date of contract award. Any items that are not compliant to the above requirements will be identified by the contractor, prior to contract award, and shall be upgraded to be compliant prior to 1 January 1999 at no additional cost to the Government, if: (1) the contract proposes those non-compliant items to satisfy a technical requirement, and (2) the non-compliant item has a path identified by the manufacturer to be made compliant. It is the intent of the Government to not purchase any new items under this contract that are not compliant or that will not be made compliant by 1 January 1999.
- b. All warranties in the foregoing paragraph shall run for a period of sixteen (16) months from 1 January 2000. Should a warranted item fail to meet the requirements set out in the foregoing paragraph, the Contractor agrees to correct or replace the item at no cost to the Government. The parties agree that this correction or replacement shall not act as a limitation of remedies, and that the Government may such additional remedies as may be available through this contract or at law or equity.

1.3.3 Separate Orderability. All SLINs on this BPA must be separately orderable. A user must be able to order any SLIN without being required to order any other SLIN.

1.3.4 EPA Energy Star.

This section specifies that certain equipment be Energy Star compliant. At first contract delivery, the sole Energy Star requirement shall be the self-certification by the Contractor

that the specified equipment is Energy Star compliant. Within three months of the availability of an EPA sanctioned test for Energy Star compliance, the Contractor shall ship equipment compliant with the new guidelines and begin testing the equipment. Testing shall be at the Contractor's expense. Upon completion of testing the vendor shall provide proof of compliance to the Government. If the newly proposed compliant equipment fails to pass the revised test, the Contractor shall replace the failed product with compliant equipment at no additional cost to the Government.

1.3.5 Operational Systems. The BPA-vendor shall provide necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed product offered in this BPA fully operational and interoperable within the intended and identified user's environment, when installed. The user's environment, office and tactical, may be in a stand alone configuration running Windows 3.0, Windows for Workgroup 3.11, Windows 95 (all versions), Solaris 2.4 & up, Novell UNIXWare Rel 1, and SCO OpenServer Rel 4.

2.0 Software

2.1 Initial Purchase Software. The contractor shall provide the latest, commercial version with documentation of the following products. The preferred media of delivery is CD-ROM.

2.1.1 Operating Systems

LICENSE	PRODUCT	MANUFACTURER
Single User	Microsoft Windows 95	Microsoft
Single User	Microsoft Windows NT Workstation	Microsoft
w/ 5 Client	Microsoft Windows NT Server	Microsoft
w/ 10 Client	Microsoft Windows NT Server	Microsoft
w/ 25 Client	Microsoft Windows NT Server Ent.	Microsoft
W/ 50 Client	Microsoft Windows NT Server Ent.	Microsoft
Single User	Solaris Desktop for X86	Sun Microsystems
Single User	SCO OpenServer Desktop System w/Unixware Personal Edition	SCO Inc.

2.1.2 Application Suites, Business Applications, and Groupware

LICENSE	PRODUCT	MANUFACTURER
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Single User	Corel WordPerfect Suite 8 Professional	Corel Systems Corp
5 Users	Corel WordPerfect Suite 8 Professional	Corel Systems Corp
10 Users	Corel WordPerfect Suite 8 Professional	Corel Systems Corp
Single User	Lotus SmartSuite 97 for Windows 95 and Windows NT	Lotus Development Corp
5 Users	Lotus SmartSuite 97 for Windows 95 and Windows NT	Lotus Development Corp
10 Users	Lotus SmartSuite 97 for Windows 95 and Windows NT	Lotus Development Corp
Single User	Microsoft Office 97 Professional Edition	Microsoft
Single User	FormFlow	JetForm Corp.
Single User	Adobe Acrobat for Windows	Adobe Systems
Single User	ACT!	Symantec
Single User	Lotus Organizer	Lotus Development Corp
Single User	Mircosoft Project 98	Microsoft
Single User	Sidekick	Starfish
Single User	Lotus Domino	Lotus Development Corp
Single User	Lotus Domino Starter Pack	Lotus Development Corp
Single User	Lotus Notes	Lotus Development Corp
5 Users	Lotus Notes	Lotus Development Corp
10 Users	Lotus Notes	Lotus Development Corp
25 Users	Lotus Notes	Lotus Development Corp

2.1.3 Desktop Publishing, Presentation Graphics, and Illustration

LICENSE	PRODUCT	MANUFACTURER
Single User	Adobe Illustrator	Adobe Systems
Single User	Adobe PageMaker for Windows	Adobe Systems
Single User	Corel Gallery	Corel Systems Corp
Single User	FrameMaker	Adobe Systems
Single User	Microsoft Publisher 97	Microsoft
Single User	CorelDRAW 7	Corel Systems Corp
Single User	Adobe Photoshop for Windows	Adobe Systems
Single User	Adobe Premiere	Adobe Systems
Single User	Harvard Graphics	Software Publishing

2.1.4 System Utilities, Disk Optimizers, Compression Utilities.

LICENSE	PRODUCT	MANUFACTURER
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Single User	Diskkeeper Server	Executive Software, Inc.
Single User	Diskkeeper Workstation	Executive Software, Inc.
Single User	Norton Utilities of Windows 95	Symantec
Single User	Norton Utilities of Windows NT	Symantec
Single User	Norton NT Tools	Symantec
Single User	PKZip for Windows	PKWare
Single User	ARCserve 6 for Windows NT	Cheyenne
Single User	DriveCopy	PowerQuest
Single User	PartitionMagic	PowerQuest
Single User	CleanSweep	QuarterDeck
Single User	LapLink V	Traveling Software

2.1.5 Communications and Web Designer.

LICENSE	PRODUCT	MANUFACTURER
Single User	Procomm Plus 32	QuarterDeck
Single User	WinFax Pro for Windows 95	Symantec
Single User	Corel WebMaster Suite	Corel
Single User	Microsoft FrontPage 98	Microsoft
Single User	pcANYWHERE32	Symantec

2.2 Software Version or Competitive Upgrade. The contractor shall provide the latest commercial version upgrade or competitive upgrade with documentation for the following products. The preferred media of delivery is CD-ROM. The contractor shall identify what previous versions or competitive products are illegible for the upgrade.

2.2.1 Operating Systems.

LICENSE	PRODUCT	MANUFACTURER
Single User	Microsoft Windows 95	Microsoft
Single User	Microsoft Windows NT Workstation	Microsoft
w/ 5 Client	Microsoft Windows NT Server	Microsoft
w/ 10 Client	Microsoft Windows NT Server	Microsoft
w/ 25 Client	Microsoft Windows NT Server Ent.	Microsoft
W/ 50 Client	Microsoft Windows NT Server Ent	Microsoft
Single User	Solaris Desktop for X86	Sun Microsystems
Single User	SCO OpenServer Desktop System w/Unixware Personal Edition	SCO Inc.

2.2.2 Application Suites, Business Applications, and Groupware

LICENSE	PRODUCT	MANUFACTURER
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Single User	Corel WordPerfect Suite 8 Professional	Corel Systems Corp
5 Users	Corel WordPerfect Suite 8 Professional	Corel Systems Corp
10 Users	Corel WordPerfect Suite 8 Professional	Corel Systems Corp
Single User	Lotus SmartSuite 97 for Windows 95 and Windows NT	Lotus Development Corp
5 Users	Lotus SmartSuite 97 for Windows 95 and Windows NT	Lotus Development Corp
10 Users	Lotus SmartSuite 97 for Windows 95 and Windows NT	Lotus Development Corp
Single User	Microsoft Office 97 Professional Edition	Microsoft
Single User	Adobe Acrobat for Windows	Adobe Systems
Single User	ACT!	Symantec
Single User	Lotus Organizer	Lotus Development Corp
Single User	Mircosoft Project 98	Microsoft
Single User	Sidekick	Starfish
Single User	Lotus Domino	Lotus Development Corp
Single User	Lotus Domino Starter Pack	Lotus Development Corp
Single User	Lotus Notes	Lotus Development Corp
5 Users	Lotus Notes	Lotus Development Corp
10 Users	Lotus Notes	Lotus Development Corp
25 Users	Lotus Notes	Lotus Development Corp

2.2.3 Desktop Publishing, Presentation Graphics, and Illustration

LICENSE	PRODUCT	MANUFACTURER
Single User	Adobe Illustrator	Adobe Systems
Single User	Adobe PageMaker for Windows	Adobe Systems
Single User	Corel Gallery	Corel Systems Corp
Single User	FrameMaker	Adobe Systems
Single User	Microsoft Publisher 97	Microsoft
Single User	CorelDRAW 7	Corel Systems Corp
Single User	Adobe Photoshop for Windows	Adobe Systems
Single User	Adobe Premiere	Adobe Systems
Single User	Harvard Graphics	Software Publishing

2.2.4 System Utilities, Disk Optimizers, Compression Utilities.

LICENSE	PRODUCT	MANUFACTURER
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Single User	Diskkeeper Server	Executive Software, Inc.
Single User	Diskkeeper Workstation	Executive Software, Inc.
Single User	Norton Utilities of Windows 95	Symantec
Single User	Norton Utilities of Windows NT	Symantec
Single User	Norton NT Tools	Symantec
Single User	PKZip for Windows	PKWare
Single User	ARCserve 6 for Windows NT	Cheyenne
Single User	DriveCopy	PowerQuest
Single User	PartitionMagic	PowerQuest
Single User	CleanSweep	QuarterDeck
Single User	LapLink V	Traveling Software

2.2.5 Communications and Web Designer.

LICENSE	PRODUCT	MANUFACTURER
Single User	Procomm Plus 32	QuarterDeck
Single User	WinFax Pro for Windows 95	Symantec
Single User	Corel WebMaster Suite	Corel
Single User	Microsoft FrontPage 97	Microsoft
Single User	pcANYWHERE32	Symantec

3.0 Hewlett Packard Peripheral Products. The following products shall be provided.

3.1 DeskJet Printers

DeskJet 890Cxi
DeskJet 1000Cxi (11" X 17" paper)
DeskJet 1600C
DeskJet 1600CM

3.2 LaserJet Printers.

LaserJet 6Pxi
LaserJet 4000
LaserJet 4000T
LaserJet 4000N
LaserJet 4000TN
LaserJet 5Si
LaserJet 5Si MX
LaserJet 5SiNX
Color LaserJet 5
Color LaserJet 5M

3.3 OfficeJet.

OfficeJet 590
OfficeJet 630
OfficeJet Pro 1150C

3.4 ScanJet.

Network ScanJet 5 (ethernet)
Network ScanJet 5 (100BT)
ScanJet 5S
ScanJet 6100C

3.5 Color Copier and Design Jet.

Color Copier 210LX
DesignJet 750C
DesignJet 755CM
DesignJet 2000
DesignJet 2500CP

4.0 Memory Upgrades and Adapters. The specified Single In-Line Memory Module (SIMM), Extended Data Output (EDO) SIMM, Error Correction Code (ECC) SIMM, and Dual In-Line Memory Module (DIMM) are intended to assist users in the memory upgrade of computers. All accessories shall meet the standards IAW paragraph 1.2.

4.1 30-pin parity SIMM. The 30-pin parity SIMM shall have a maximum access time rating of 60ns and operate at 5 volts. The 30-pin parity SIMM shall be provided in tin connector fitting options to prevent corrosion of the motherboard:

- a. 1M X 9, 60 ns, tin
- b. 4M X 9, 60 ns, tin

4.2 30-pin non-parity SIMM. The 30-pin non-parity SIMM shall have a maximum access time rating of 60ns and operate at 5 volts. The 30-pin non-parity SIMM shall be provided in tin connector fitting options to prevent corrosion of the motherboard:

- a. 1M X 8, 60ns, tin
- b. 4M X 8, 60ns, tin

4.3 72-pin parity SIMM. The 72-pin parity SIMM shall have a maximum access time rating of 60ns and operate at 5 volts. The 72-pin parity SIMM shall be provided in tin connector fitting options to prevent corrosion of the motherboard:

- a. 2M X 36, 60ns, tin
- b. 4M X 36, 60ns, tin
- c. 8M X 36, 60 ns, tin
- d. 16M X 36, 60 ns, tin

4.4 72-pin non-parity SIMM. The 72-pin non-parity SIMM shall have a maximum access time rating of 60ns and operate at 5 volts. The 72-pin non-SIMM shall be provided in tin connector fitting options to prevent corrosion of the motherboard:

- a. 2M X 32, 60ns, tin
- b. 4M X 32, 60ns, tin
- c. 8M X 32, 60 ns, tin
- d. 16M X 32, 60 ns, tin

4.5 72-pin EDO SIMM. The 72-pin EDO SIMM shall have a maximum access time rating of 60ns and operate at 5 volts. The 72-pin SIMM shall be provided in tin connector fitting options to prevent corrosion of the motherboard:

- a. 2M X 32, 60ns, tin
- b. 4M X 32, 60ns, tin
- c. 8M X 32, 60 ns, tin
- d. 16M X 32, 60 ns, tin

4.6 168-pin DIMM. The 168-pin DIMM shall have a maximum access time rating of 60ns and operate at 3.3 volts. The 168-pin DIMM shall be provided in gold connector fitting options to prevent corrosion of the motherboard.

- a. 2M X 64, 60ns, gold
- b. 4M X 64, 60 ns, gold
- c. 8M X 64, 60 ns, gold
- d. 4M X 72, 60 ns, gold
- e. 2M X 72, 60 ns, gold
- f. 8M X 72, 60 ns, gold

4.7 Memory SIMM Socket Kits. Socket kits shall be available to provide for the use of multiple SIMM in a single motherboard socket to allow for the reuse of existing smaller capacity SIMM with memory upgrades. Socket sets shall convert 30-pin and 72-pin SIMMs into a single 72-pin SIMM. The converter shall also be provided in front and back configurations. Socket kits shall be provided in tin connector fitting options to prevent corrosion of the motherboard.

- a. Convert four 30-pin SIMMs into a single 72-pin SIMM (front tin).
- b. Convert four 30-pin SIMMs into a single 72-pin SIMM (back tin).

- c. Convert two 30-pin SIMMs into a single 72-pin SIMM (front tin).
- d. Convert two 30-pin SIMMs into a single 72-pin SIMM (back tin).

5.0 Input Devices. The input devices include devices such as keyboards and graphical pointing devices.

5.1 Keyboards. The keyboards shall have a PS/2 interface with a six foot cable (except the wireless keyboard). The keyboards shall have soft, tactile key action and be configured in a standard QWERTY layout.

- a. Wireless Keyboard. The wireless keyboard shall have 104 keys. The wireless keyboard shall have indicators for “NUM Lock”, “CAPS Lock”, and “Scroll”.

- b. Microsoft Natural Keyboard.

5.2 Graphical Pointing Devices. The graphical pointing devices shall have a minimum resolution of 400 dots per inch (DPI) and PS/2 interface. The graphical pointing device shall have a six foot cable (except the wireless mouse).

- a. Wireless Mouse. The wireless mouse shall have two buttons and support a resolution of 400 dpi.

- b. Microsoft IntelliMouse.

6.0 Output Devices.

6.1 Monitors. The color display units shall be VESA compliant and provide high resolution full motion images without jitters. The monitors systems shall operate at CONUS (120 VAC $\pm 10\%$ at 60 Hz) and OCONUS (220 VAC $\pm 10\%$ at 50 Hz) sites using commercial grade power. The monitors shall meet the UL 1950 (USA) and IEC 950 (Europe) standards for electrical safety. The monitors shall also meet the FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 Class B (International) standards for RFI/EMI

- a. 19” Color Monitor. The 19” monitor shall support a resolution of 1600 X 1280 with 16.7 million simultaneous colors with a non-interlaced refresh rate of at least 80 Hz. The monitors shall have flat square or flat cyclical tubes. The color monitors shall also be compliant with EPA Energy Star requirements.

- b. 14” Color Flat Screen Display The color flat screen display shall have a diagonal measurement of a least 14” and support a resolution of 1024 X 768 with 4096 simultaneous colors, 16 levels of grayscale with a non-interlaced refresh rate of at least 70 Hz, brightness of 110 cd/m³ and contrast ratio of 80:1. The screen shall support a

viewing angle of $\pm 40^\circ$ horizontally and $\pm 10^\circ$ vertically. The color flat screen display shall also be compliant with EPA Energy Star requirements.

c. 15" Color Flat Screen Display. The color flat screen display shall have a diagonal measurement of a least 15" and support a resolution of 1024 X 768 with 4096 simultaneous colors, 16 levels of grayscale with a non-interlaced refresh rate of at least 70 Hz, brightness of 110 cd/m² and contrast ratio of 80:1. The screen shall support a viewing angle of $\pm 40^\circ$ horizontally and $\pm 10^\circ$ vertically. The color flat screen display shall also be compliant with EPA Energy Star requirements.

6.2 Speciality Printer. The printer shall operate at CONUS (120 VAC $\pm 10\%$ at 60 Hz) and OCONUS (220 VAC $\pm 10\%$ at 50 Hz) sites using commercial grade power. The printer shall meet the UL 1950 (USA) and IEC 950 (Europe) standards for electrical safety. The printers shall also meet the FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 Class B (International) standards for RFI/EMI.

a. Label Printer. The label printer shall be capable of printing labels up to 1 inch wide with text, simple graphics. The label printer shall support multiple font sizes using TrueType fonts. The label printer shall be capable of printing up to 5 lines of text. Separate CONUS and OCONUS devices can be specified if the device is not line switchable.

7.0 Expansion Boards. In an effort to assure support for both our legacy and upgraded platforms the expansions cards shall be specified with both 16-bit ISA (legacy) and 32-bit PCI (upgraded) interfaces.

7.1 Video Cards. The video cards shall be VESA compliant and provide high resolution full motion images without jitters.

a. Standard ISA Graphics Accelerator. The standard ISA graphics accelerator shall have a 16-bit ISA interface and support 2 MB of DRAM. The standard ISA graphics accelerator shall have graphics accelerator with 64-bit data path and be capable of support a refresh rate of 75 Hz at a resolution of 1280 X 1024.

b. High Performance PCI Graphics Accelerator. The high performance PCI graphics accelerator shall have a PCI interface and 4 MB of VRAM or WRAM. The memory of the High Performance PCI Graphics Accelerator shall be upgradeable to 8 MB. The high performance PCI, 128-bit data path, graphics accelerator shall support 3-D rendering and be capable of supporting a refresh rate of 90 Hz at a resolution of 1600 X 1280.

c. Memory Upgrade. The memory upgrade shall consist of a 4 MB WRAM or VRAM to increase the high performance PCI graphics accelerator to a total of 8 MB.

7.2 Controller Cards.

a. E-IDE ISA Controller. The enhanced IDE controller shall be a 16-bit ISA interface card and include two IDE cables (each cable shall support two drives). The controller shall support four IDE interfaces, 2 ATAPI, and support Ultra DMA/33 bus mastering.

b. E-IDE PCI. The enhanced IDE controller shall be a 32-bit PCI interface card and include two IDE cables (each cable shall support two drives). The controller shall support four IDE interfaces, 2 ATAPI, and support Ultra DMA/33 bus mastering.

c. SCSI-ISA. The SCSI controller shall be a 16-bit ISA interface card and include a SCSI ribbon cable for at least 4 drives (specified in paragraph 8.3). The controller shall support 7 FAST/wide or Ultra SCSI devices.

d. SCSI-PCI. The SCSI controller shall be a 32-bit PCI interface card and include a SCSI cable for at least 4 drives (specified in paragraph 8.3). The controller shall support 7 SCSI Fast/wide or 7 Ultra SCSI devices.

7.3 I/O Port Cards.

a. ISA Port Card. The ISA Port card shall be a 16-bit ISA interface card with 2 serial port and one parallel port. The serial ports shall have 16550 UART or equivalent performance. The parallel ports shall be IEEE P1284 compliant enhanced parallel ports.

b. PCI Port Card. The PCI Port card shall be a 32-bit PCI interface card with 2 serial port and one parallel port. The serial ports shall have 16550 UART or equivalent performance. The parallel ports shall be IEEE P1284 compliant enhanced parallel ports.

7.4 Multimedia Card. The multimedia card shall include necessary drivers for Microsoft (WFW 3.11, Win 95, and Windows NT 4.0 OSs).

a. ISA Sound Card with Speaker System. The ISA sound card shall support 16 and 8 bit selectable stereo playback and recording over a frequency range of 50-20,000 Hz with a total harmonic distortion not to exceed 0.5 percent. The sound card shall also support both FM and wavetable synthesis. The sound card shall include an external microphone. The Sound card shall also be capable of taking 44,100 16-bit samples every second. The external speaker system shall include a 10 watt per channel (RMS) amplifier for a pair of speakers. The external speaker system shall have a frequency response of 50 Hz to 18 KHz with a harmonic distortion not to exceed 0.5 percent. The speaker system shall also include cables to connect speakers to sound card and be magnetically shielded to prevent sound distortion for outside sources.

7.5 Internal Modem Cards. The internal modem cards shall include necessary drivers for Microsoft (WFW 3.11, Win 95, Windows NT 4.0, Solaris, Novell UNIXware, and SCO UNIX OSs) unless these drivers are provided as part of the fielded OSs. The Contractor

has six months after contract award to obtain Host Nation Approval for OCONUS modems.

a. ISA Internal Modem (CONUS). The ISA internal modem card shall be V.17 (14.4 Kbps fax), enhanced V.34 (33.6 Kbps data), V.42/MNP2-4 (error control), and V.42bis/MNP5 (data compression) compliant, and shall include fax/data communication software for Microsoft Windows Operating Systems (WFW 3.11, Win 95, and Windows NT 4.0). The FAX software shall include the ability to create text and graphic documents, import ASCII text, graphical and scanned documents, convert documents to a FAX format and transmit the converted document. The FAX services shall also include the ability to receive documents, store the received FAX, provide the user the ability to electronically review the FAX, convert FAX text into ASCII format and print the FAX. The data communication software shall include the ability to allow the user to send and receive data using X modem, Z modem, and Kermit protocols. The ISA internal modem shall include a 12 foot RJ11 cable.

b. ISA Internal Modem Germany (OCONUS). The German ISA internal modem shall be an internal device that is Host Nation Approved for use within Germany. The ISA internal modem card shall be V.17 (14.4 Kbps fax), enhanced V.34 (33.6 Kbps data), V.42/MNP2-4 (error control), and V.42bis/MNP5 (data compression) compliant, and shall include fax/data communication software for Microsoft Windows Operating Systems (WFW 3.11, Win 95, and Windows NT 4.0). The FAX software shall include the ability to create text and graphic documents, import ASCII text, graphical and scanned documents, convert documents to a FAX format and transmit the converted document. The FAX services shall also include the ability to receive documents, store the received FAX, provide the user the ability to electronically review the FAX, convert FAX text into ASCII format and print the FAX. The data communication software shall include the ability to allow the user to send and receive data using X modem, Z modem, and Kermit protocols. The ISA internal modem shall include a 12 foot phone cable

c. ISA Internal Modem Italy (OCONUS). The Italian internal modem shall be an internal device that is Host Nation Approved for use within Italy. The ISA internal modem card shall be V.17 (14.4 Kbps fax), enhanced V.34 (33.6 Kbps data), V.42/MNP2-4 (error control), and V.42bis/MNP5 (data compression) compliant, and shall include fax/data communication software for Microsoft Windows Operating Systems (WFW 3.11, Win 95, and Windows NT 4.0). The FAX software shall include the ability to create text and graphic documents, import ASCII text, graphical and scanned documents, convert documents to a FAX format and transmit the converted document. The FAX services shall also include the ability to receive documents, store the received FAX, provide the user the ability to electronically review the FAX, convert FAX text into ASCII format and print the FAX. The data communication software shall include the ability to allow the user to send and receive data using X modem, Z modem, and Kermit protocols. The ISA internal modem shall include a 12 foot phone cable

d. ISA Internal Modem Japan (OCONUS). The Japanese ISA internal modem shall be an internal device that is Host Nation Approved for use within Japan. The ISA internal modem card shall be V.17 (14.4 Kbps fax), enhanced V.34 (33.6 Kbps data), V.42/MNP2-4 (error control), and V.42bis/MNP5 (data compression) compliant, and shall include fax/data communication software for Microsoft Windows Operating Systems (WFW 3.11, Win 95, and Windows NT 4.0). The FAX software shall include the ability to create text and graphic documents, import ASCII text, graphical and scanned documents, convert documents to a FAX format and transmit the converted document. The FAX services shall also include the ability to receive documents, store the received FAX, provide the user the ability to electronically review the FAX, convert FAX text into ASCII format and print the FAX. The data communication software shall include the ability to allow the user to send and receive data using X modem, Z modem, and Kermit protocols. The ISA internal modem shall include a 12 foot phone cable.

8.0 Secondary Storage Devices. Secondary storage devices shall consist of floppy disk, hard disk drives, CD-ROM players and magnetic storage devices for E-IDE and SCSI interfaces. The secondary storage devices shall include necessary drivers for Microsoft (WFW 3.11, Win 95, Windows NT 4.0, Solaris, Novell UNIXware, and SCO UNIX OSs) unless these drivers are provided as part of the fielded OSs.

8.1 Floppy Disk Device. The floppy disk device shall be internally mounted units. The floppy disk device shall maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification.

a. 3½" Floppy Disk Drive. The 3½" floppy disk drive shall be capable of reading and writing 720 KB and 1.44 MB formats. The 3½" floppy disk drive shall be mountable in a 3½" bay.

8.2 IDE Devices. The IDE devices shall be internally mounted devices. The devices shall maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification.

a. 2.1GB Hard Disk Drive or greater. The 2.1 GB hard disk drive shall have a rotational disk rate of at least 5,400 revolutions per minute (rpm), an average seek time of 10 milliseconds or less, and support Ultra DMA/33 (burst transfer rate of 33.3 Mbytes/second). The 2.1 GB hard disk drive shall be mountable in a 3½" bay.

b. 4 GB Hard Disk Drive or greater. The 4 GB hard disk drive shall have a rotational disk rate of at least 5,400 revolutions per minute (rpm), an average seek time of 10 milliseconds or less, and support Ultra DMA/33 (burst transfer rate of 33.3 Mbytes/second). The 4 GB hard disk drive shall be mountable in a 3½" bay.

c. 6 GB Hard Disk Drive or greater. The 6 GB hard disk drive shall have a rotational disk rate of at least 5,400 revolutions per minute (rpm), an average seek time of

10 milliseconds or less, and support Ultra DMA/33 (burst transfer rate of 33.3 Mbytes/second). The 6 GB hard disk drive shall be mountable in a 3½" bay.

d. Single Platter CD-ROM. The CD-ROM player shall be ISO 9660 compliant, be able to read 5¼ inch CD-ROMs with a 24X transfer rate, have average access time of less than 95 milliseconds, contain a minimum of 128 kilobytes of RAM cache, and be capable of reading Photo CD, CD-ROM XA (extended architecture), CD-DA (digital audio), CD-I (interactive), and MPEG-1 formats. The CD-ROM player shall be AT Attachment Packet Interface (ATAPI) compatible and include an audio cable.

e. CD-ROM Changer. The CD-ROM changer shall be able to access four CDs. The CD-ROM changer shall be ISO 9660 compliant, shall be able to read 5¼ inch CD-ROMs with a 12X transfer rate, have average access time of less than 180 milliseconds, contain a minimum of 128 kilobytes of RAM cache, and be capable of reading Photo CD, CD-ROM XA (extended architecture), CD-DA (digital audio), CD-I (interactive), and MPEG-1 formats. The CD-ROM changer shall be AT Attachment Packet Interface (ATAPI) compatible and include an audio cable. The IDE CD-ROM is not required to support the UNIX operating system.

f. Removable Drive Mechanism. The removable drive mechanism shall include a drive chassis bracket, drive mount, and any additional equipment required to transform the 1.6 GB, 2 GB and 4 GB IDE interface hard drives into an internally mounted removable hard disk drive.

g. Hard Disk Drive Mount. The hard disk drive mount shall include the necessary hardware to allow additional 2.1 GB, 4 GB and 6 GB IDE hard drives to operate with the removable drive mechanism.

8.3 SCSI Devices. The SCSI devices shall have either a Fast Wide SCSI-2 or Ultra SCSI interface and be internally mounted devices. These SCSI devices shall be connected to the SCSI controllers specified in paragraphs 7.2.c and 7.2.d. The SCSI devices maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification.

a. 2.1 GB Hard Disk Drive or greater. The 2.1 GB hard disk drive shall have a rotational disk rate of at least 7,200 revolutions per minute (rpm), an average seek time of 8 milliseconds or less, 512 KB cache, and support a transfer rate of 20 Mbytes/second. The 2.1 GB hard disk drive shall be mountable in a 3½" bay.

b. 4.2 GB Hard Disk Drive or greater. The 4.2 GB hard disk drive shall have a rotational disk rate of at least 7,200 revolutions per minute (rpm), an average seek time of 8 milliseconds or less, 512 KB cache, and support a transfer rate of 20 Mbytes/second. The 4.2 GB hard disk drive shall be mountable in a 3½" bay.

c. 9 GB Hard Disk Drive or greater. The 9 GB hard disk drive shall have a rotational disk rate of at least 7,200 revolutions per minute (rpm), an average seek time of milliseconds or less, 512 KB cache, and support a transfer rate of 20 Mbytes/second. The 9 GB hard disk drive shall be mountable in a 3½" bay.

d. Single Platter CD-ROM Player . The CD-ROM player shall be ISO 9660 compliant, be able to read 5¼ inch CD-ROMs with a 24X transfer rate, have an average access time of less than 160 milliseconds, contain a minimum of 256 kilobytes of RAM cache, and be capable of reading and transferring to the platform full motion images without interruptions or jitters.

e. Removable Drive Mechanism. The removable drive mechanism shall include a drive chassis bracket, drive mount, and any additional equipment required to transform the 2.1 GB, 4.2 GB and 9 GB SCSI hard drives into an internally mounted removable hard disk drive.

f. Hard Disk Drive Mount. The hard disk drive mount shall include the necessary hardware to allow additional 2.1 GB, 4.2 GB and 9 GB SCSI hard drives to operate with the removable drive mechanism.

8.4 Parallel Port Devices. The parallel port devices shall be external devices and shall operate at CONUS (120 VAC \pm 10% at 60 Hz) and OCONUS (220 VAC \pm 10% at 50 Hz) sites using commercial grade power. The parallel port devices shall meet the UL 1950 (USA) and IEC 950 (Europe) standards for electrical safety. The parallel port devices shall maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification. The parallel port devices shall also include a six foot parallel cable. The parallel port devices shall include necessary drivers for Microsoft (WFW 3.11, Win 95, Windows NT 4.0, OSs) unless these drivers are provided as part of the fielded OSs.

a. 1 GB External Hard Disk Drives or greater. The 1 GB external hard disk drive shall have a rotational disk rate of at least 4,500 revolutions per minute (rpm), and include all necessary drivers for operation as a parallel port device.

b. Single Platter CD-ROM. The single platter CD-ROM player shall be ISO 9660 compliant, be able to read 5¼ inch CD-ROMs, at a sustained sequential transfer rate of 600 kilobits per second, have average access time of less than 260 milliseconds, and be capable of reading and transferring to the platform full motion images without interruptions or jitters. The CD-ROM player shall include all necessary drivers for operation as a parallel port device.

c. 100 MB Removable Backup Unit or greater. The removable backup unit shall have a storage capacity of at least 100 MB per media. The removable parallel port backup device with a 29 millisecond (or faster) access time and a throughput of .33Mb per second shall be provided. The removable backup unit shall be supplied with two blank media.

d. 2 GB Tape Drive Unit. The tape backup unit shall have a format capacity of 2 GB. The DAT tape backup unit shall include one blank tape and all necessary equipment to allow the user to backup and restore files, through a parallel port, in the following manner:

- All Files
- Individual files
- Files selected by operating system defined wildcards
- Files selected by date
- Files added or edited since last backup
- Files within a subdirectory

9.0 Extension Cables and Adapters

9.1 Video, Keyboard and Graphical Pointing Device Extension Cables.

a. AT (DB9) Style Mouse Extension. The AT style mouse extension shall be terminated on one end with a male DB-9 connector and the other end with a female DB-9 connector. The extension shall be six feet in length.

b. AT (5-pin DIN) Style Keyboard extension. The AT style keyboard extension shall be terminated on one end with a male 5-pin DIN connector and the other end with a female 5-pin DIN connector. The extension shall be six feet in length.

c. PS/2 Style Keyboard or Mouse extension. The PS/2 style extension shall be terminated on one end with a male 6-pin mini DIN connector and the other end with a female 6-pin mini DIN connector. The extension shall be six feet in length.

d. VGA Video extension. The VGA video extension shall be terminated on one end with a male HD15-pin connector and the other end with a female HD15-pin connector. The extension shall be six feet in length.

9.2 Cable Adapters

- a. Female DB9 to male Mini DIN 6-pin Adapter.
- b. Male DB-9 to female Mini DIN 6-pin Adapter.
- c. Female 5-pin DIN to male Mini DIN 6-pin Adapter.
- d. Male 5-pin DIN to female Mini DIN 6-pin Adapter .
- e. Null Modem Adapter. The null modem adapter shall be terminated with a male DB-25 connector on one end and a female DB-25 connector on the other end.

f. Male Gender Changer. The male gender changer shall be terminated with male DB-25 connectors on both ends.

g. Female Gender Changers. The female gender changer shall be terminated with female DB-25 connectors on both ends.

h. 9 to 25 Pin Adapter. The 9 to 25 pin adapter shall be terminated with a female DB-25 connector on one end and a male DB-9 connector on the other end.

9.3 Data Cables.

9.3.1 RS-232 Cable. The RS-232 cable shall be a 25 conductor cable with a PVC jacket. The cables shall be provided in the following lengths and terminated on one end with a male DB-25 connector and other end with a female DB-25 connector.

- a. 8 Foot
- b. 15 Foot
- g. 25 Foot
- h. 50 Foot

9.3.2 Parallel Cable. The parallel cable shall be a 25 conductor cable with a PVC jacket. The parallel cables shall be provided in the following lengths and terminated on one end with a male DB-25 connector and other end with a Centronics connector.

- a. 6 Foot
- b. 10 Foot
- c. 15 Foot

9.4 Internal Computer Cables and Terminators.

a. IDE Disk Drive Cables The IDE disk drive cables shall support two disk drives.

b. Single Ended 50-position SCSI cable. The 50-position SCSI cable will be capable of connecting to 7 SCSI devices.

c. Single Ended 68-position SCSI-3 ribbon cable. The 68-position SCSI cable will be capable of connecting to 5 SCSI devices.

d. SCSI-1 Centronics 50-position active Terminator

e. SCSI-2 MicroD 50-position active Terminator

f. SCSI-3 MicroD 68-position active terminator

- g. Power Supply Y-cable
- h. Power Supply Plug Adapter

10.0 Accessories and Consumables

10.1 Monitor Screen Glare Filters. No nylon filters. Polarized glass or film only.

- a. 14" monitors
- b. 15" monitors
- c. 17" monitors
- d. 21" monitors

10.2 PC Accessories

- a. Keyboard wrist rest (adjustable height)
- b. Mouse pad w/Wrist Rest (adjustable height)
- c. Headphones. The headphones shall operate with the sound card and support stereo output.
- d. CPU Stand. To allow standard desktop unit to be stood up on their sides.
- e. 5¼" Bay Bracket for 3½" Devices.
- f. PC Physical Security Kit for both desk top and laptop computers.
- g. PC Tool Kit (19 pcs.) Tools mounted in a zipper carrying case shall have a lifetime warranty and contain the following items:
 - Chip Extractor
 - IC inserter
 - Insulated Tweezers
 - Nutdrivers (3/16" and ¼")
 - Screw driver (slotted 1/8", 3/16", and ¼")
 - Screw driver (Philips #0, #1, and #2)
 - Torx Driver (T10 and T15)
 - Needle nose pliers (4")
 - Diagonal pliers (4")
 - Adjustable wrench (6")
 - Pen Flashlight
 - Hex Allen set

Note: If replacement tips are proposed for the various drivers, the kit shall contain at least two handles.

10.3 Laser Printer Cartridges (new or remanufactured) Toner cartridges (black and color) and supplies shall be provided for laser printers in the current Army inventory including:

- a. Texas Instruments microLaser Pro 300
- b. Texas Instruments microLaser XL
- c. Lexmark 4019
- d. Lexmark 4039-10 Plus
- e. Texas Instruments microLaser Pro 600
- f. QMS Magic Color LX
- g. HP LJ III Si and 4SiMX
- h. Xerox Series 7024
- i. HP LJ 4, 4+, and 5

Note: Remanufactured Toner Cartridge. Is defined to be a completely rebuilt cartridge. All worn parts are replaced, including drums and smaller parts. Each part is examined and replaced, if worn, with higher quality longer life parts. These may include, but not limited to, such items as drums, wiper blades, recover blades, doctor blades, axles, gears, contacts and a number of other parts. After the rebuild process each cartridge is then reassembled and filled with high quality toner that exceeds the OEM brand. It is then tested again for quality assurance and image assurance.

10.4 PC Cleaning Supplies

- a. Screen Cleaner Kit
- b. Mouse Cleaner Kit
- c. Floppy Head Cleaner Kit
- d. DAT Tape cleaning cartridge
- e. CD Lens Cleaner Kit
- f. Laser Printer Cleaner Kit
- g. DOT Matrix Printer Cleaner Kit

11.0 Training and Alternative Documentation

Computer Aided Training. For each of the software applications listed below a CD based instructional package shall be provided. The software shall instruct the user on various features of the product and include interactive exercises to reinforce lessons

- a. MS Win 95
- b. MS Word
- c. MS Excel
- d. MS Powerpoint
- e. MS Window NT Workstation
- f. MS Windows NT Server
- g. Lotus Domino
- h. Lotus Notes
- i. Lotus Smartsuite
- j. Corel WordPerfect Suite
- k. Adobe Illustrator
- l. Adobe PageMaker
- m. Harvard Graphics

11.1 Alternative Software Documentation. The following alternative software documentation latest version shall be provided.

QUE	Special Edition Using Access 97, Second Edition
QUE	Special Edition Using Microsoft Excel 97, Bestseller Edition
QUE	Special Edition Using Microsoft Word 97, Bestseller Edition
QUE	Special Edition Using Microsoft FrontPage 98
QUE	Using Microsoft Publisher 97
QUE	Special Edition Using Microsoft Office 97 Professional Bestseller Edition
QUE	Using PCs
QUE	Special Edition Using Project 98
QUE	Special Edition Using Microsoft Windows 95, Second Edition
QUE	Special Edition Using Corel WordPerfect Suite 8
QUE	Special Edition Using Lotus SmartSuite 97
QUE	Windows NT Server 4.0 Administrator's Desk Reference
QUE	BackOffice Electronic Resource Kit
QUE	Microsoft Certified Systems Engineer Networking Essentials Exam Guide
QUE	Special Edition Using Microsoft Site Server
QUE	Special Edition Using Windows NT Server 4, Second Edition
QUE	Special Edition Using Windows NT Workstation 4.0, Second Edition
QUE	Windows NT Server 4 Security Handbook
QUE	Windows NT Server 4.0 Advanced Technical Reference

QUE	Special Edition Using Microsoft BackOffice, Volume 1
QUE	Special Edition Using Microsoft BackOffice, Volume 2
QUE	Special Edition Using Microsoft SQL Server 6.5, Second Edition
QUE	Special Edition Using Microsoft Outlook 97
QUE	10 Minute Guide to pcANYWHERE32
QUE	Professional Developer's Guide to Domino
QUE	Using Lotus Notes
QUE	Multimedia Graphics
QUE	The PageMaker Workshop, Second Edition
SAMS	UNIX Unleashed System Administrator's Edition
SAMS	Oracle Unleashed, Second Edition
SAMS	Windows NT Clustering Blueprints
SAMS	Oracle Data Warehousing Unleashed
SAMS	Lotus Notes and Domino Developer's Guide
SAMS	Lotus Notes and Domino Server Unleashed
SAMS	Microsoft BackOffice Unleashed
SAMS	Microsoft Exchange Server 5 Unleashed
SAMS	Peter Norton's Maximizing Windows NT Server 4, Premier Edition
SAMS	TCP/IP Blueprints
SAMS	Peter Norton's Complete Guide to Windows 95, 1997 Edition
SAMS	CorelDRAW! 6 Unleashed

12.0 Contract Management. The BPA-vendor shall maintain a status review process for planning and controlling the activities necessary to meet the requirements of this BPA.

12.1 Recipients. Specific postal or Internet addresses for delivery of the following reports/files will be provided by the Government at the post-award conference for ET-1.

12.2 Monthly Status Report. The BPA-vendor shall provide a monthly project report (within 5 calendar days of month-end) on the status of delivery orders which shall include, as a minimum, the number of orders received, the number of deliveries made, delivery schedules, days-to-ship, and backlogs. Recommended format/layout is at Exhibit 1. The BPA-vendor shall provide the report to the Procuring Contracting Officer (PCO), the Administering Contracting Officer (ACO), and to the Army, FEDSIM, DLA, and DISA PM offices via FTP, Email, or on 3.5" floppy, as necessary.

12.3 Weekly Order Activity. The BPA-vendor shall provide weekly BPA shipment / order activity to the Government for inclusion to its Order Tracking Database and Electronic Bulletin Board. Weekly submissions shall be non-cumulative, that week's activity only. The specific, electronic order record structure (fields provided as appropriate for this BPA) to be sent to the Army PM office via FTP, Email, or 3.5" floppy for the weekly submission is at Exhibit 2. Submission is required the following Monday for the previous weeks activity at the Army PM office.

12.4 Ordering Catalog. The BPA-vendor shall provide an ordering catalog to assist prospective Government users in determining the system configuration, upgrade, and enhancement that will best meet their operational requirements, no later than 30 calendar days after award. The catalog shall be updated every six months and after any substantial change(s) to the offered products incorporated in the BPA. The initial catalog and any modifications shall be approved by the Contracting Officer prior to distribution by the BPA-vendor. The catalog shall provide a complete list, with description of salient features and prices, of all hardware, software, cables, documentation, and other items available. The Ordering Catalog shall include a separate section that addresses warranty support, ordering procedures, and other support services.

12.5 Equipment Failure Report. The BPA-vendor shall provide a monthly report (within 5 calendar days of month-end) on component/item failures in the recommended format at Exhibit 3. The BPA-vendor shall provide the report to the PCO and to the Army PM office via FTP, Email, or on 3.5" floppy.

12.6 Project Status Reviews. The BPA-vendor shall participate in Project Status Review (PSR) meetings with the Government twice per year. The location for each meeting will be specified by the Government.

EXHIBIT 1

MONTHLY STATUS REPORT
CLIN/ITEM SALES-SHIPMENTS

CURRENT MONTH			CONTRACT-TO-DATE			DELINQUENT		
<u>CLIN</u>	<u>QTY-RED</u>	<u>\$-RED</u>	<u>QTY-SHP</u>	<u>\$-SHP</u>	<u>QTY-RCD</u>	<u>\$-RCD</u>	<u>QTY-SHP</u>	<u>\$-SHP</u>
E.g.								
0001AA	565	5,650	20	200	1,000	10,000	400	4,000
0002AB.....								

Grand Totals in this section shall reflect \$-amount columns only.

Criteria for Delinquent: An order is delinquent if not shipped within 24 days after it is accepted (allows 3 days

ORDER DELIVERY

<u>AGY/SER</u>	<u>DO#</u>	<u>TRACKING#</u>	<u>DT-RCD</u>	<u>DT-ACC</u>	<u>DT-REJ</u>	<u>DTMR</u>	<u>DMRD</u>	<u>RDD</u>	<u>AD</u>
e.g.									
Army	BG01	AR-0001	6/14/96	6/16/96	-	-	-	7/14/96	
Army	BG02	AR-0002	6/14/96	-	6/15/96	6/15/96	-	7/14/96	

Sequence: By Agency/Service, DT-RCD, then DO#, page break on Agency/Service.

Legend: AGY/SER = Agency/Service; DO# = Delivery Order#; Tracking# = Agency/Service provided Tracking#; DT-RCD = Date Received; DT-ACC = Date Accepted; DT-REJ = Date Rejected; DTMR = Date Mod Requested; DMRD = Date Mod Received; RDD = Required Delivery Date; ADD = Actual Delivery Date; PDD = Projected Delivery Date; DTS = Days to Ship

Totals shall reflect # of orders by Service/Agency and an Average Days To Ship (Accept Date - Ship Date) by Service/Agency.
Grand Total shall reflect total # of orders from all Services/Agencies and an Average Days To Ship for all orders.

EXHIBIT 2

WEEKLY ORDER ACTIVITY
RECORD LAYOUTFIELD DESCRIPTION

Deliver Order Number
Date Order Received
Date Order Rejected
Date Order Accepted
Projected Ship Date
Actual Ship Date
Projected Delivery Date
Projected Installation Date
Customer Acceptance Date

FIELD LAYOUT

4 POS A/N
DD-MON-YYYY
DD-MON-YYYY
DD-MON-YYYY
DD-MON-YYYY
DD-MON-YYYY
DD-MON-YYYY
DD-MON-YYYY
DD-MON-YYYY

EXHIBIT 3

EQUIPMENT FAILURE REPORT
LAYOUT

<u>Agency</u>	<u>CLIN</u>	<u>Serial#</u>	<u>Part#</u>	<u>Part Description</u>	<u>Failure Description</u>	<u>Received</u>	<u>Closed</u>	
E.g.								
ARMY	0006AA	23456	1Q34	17" SVGA Monitor	Double line	07-Aug-96	09-Aug-96	2

Note: TAT is Turn-Around-Time

Sequence:

Part I:

CLINs by Agency

Page Break on Agency

Part II:

List Totals of Items by CLINs, ignoring service/agency

Report shall provide monthly as well as cumulative failure rates for the entire BPA period.

12.7 Continued Performance During Crisis Situations.

12.7.1 The requirements of this BPA have been identified by the U.S. Government as being essential to the mission and operational readiness of the U.S. Army Operating world-wide; therefore, the BPA-vendor may be required to perform this BPA during crisis situations, this includes military and non military actions supporting the deployment of U.S. forces (Bosnia, Haiti, etc.) or natural disasters (hurricanes, earthquakes), including war or a state of emergency subject to the requirements and provisions listed below.

12.7.2 The BPA-vendor shall be responsible for performing all requirements of this BPA notwithstanding crisis situation including the existence of any state of war, whether declared or undeclared, or state of emergency, by the United States (U.S.) or the host nation, commencement of hostilities, internal strife, rioting, civil disturbances, or activities of any type which would endanger the welfare and security of U.S. Forces in the host nation. Failure by the BPA-vendor to perform may subject the BPA-vendor to a termination of this BPA by default. If a crisis situation is determined, an equitable adjustment will be negotiated.

12.7.3 Crisis situations shall be determined by the overseas theater Commander-in-Chief or when Defense Readiness Condition (DEFCON) Three (3) is declared for that area. BPA-vendor personnel and dependents may be integrated into Government contingency plans, and afforded the same rights, privileges, protection and priority as U.S. Government personnel. The Government may provide security, housing, and messing facilities for BPA-vendor personnel and dependents shall conditions warrant.

13.0 Configuration Management. The BPA-vendor shall prepare and deliver to the Government DD Form 61 (Request for Nomenclature). This form will be used to identify all hardware specifications, original equipment manufacturers, part numbers, and manufacturer Commercial and Government Entity (CAGE) codes. This form shall be delivered no more than 30 days after BPA award, and updated, as required, during the BPA performance.

13.1 Notification of Changes. The Government requires that the BPA-vendor notify the Government of all OEM-sponsored changes and changes to correct operational defects to equipment/software offered on the BPA. All such changes shall be offered to the Government. The changes are subject to Government approval before the changed products may be placed on the BPA. The changes shall be at the same or greater performance capability and no increase in price to the Government.

13.2 Safety or Equipment Malfunction Corrections. The BPA-vendor shall implement, including installation at the site, all OEM-sponsored changes to correct safety hazards or equipment malfunctions on items of BPA equipment. All implementations, except those required to correct safety defects, shall be subject to approval by the Government prior to

commencement. The implementations shall be in accordance with a mutually agreed upon schedule. The implementations shall be at no cost to the Government.

13.3 Changes to Software. The BPA-vendor shall provide the latest release (e.g., DOS 6.0 to DOS 6.1) of the software and documentation throughout the warranty period unless rejected by the Government. As software updates/upgrades (e.g. bug fixes, new features, enhancements, etc.) become available to commercial customers, the BPA-vendor shall provide to the Government one copy of the changed software (with documentation) for each affected software item previously accepted by the Government. Software changes are further defined as any software product and documentation which is provided for any customer free of charge. Changes to software or documentation, (including packaging and shipping) shall be at no cost to the Government. The changed version of the software will be modified in the BPA for future ordering.

13.4 Time to Notify. The BPA-vendor shall notify PM, SCP and the Contracting Officer within ten (10) calendar days after upgrades/new releases become commercially available. Shipping shall occur within fifteen (15) calendar days of Government notification to ship. The BPA-vendor shall accomplish software distribution in two ways: (1) receipt of software registration cards from respondents and (2) receipt of telephone requests for software upgrades/releases. Proof of purchase of a software package shall be verifiable by delivery order number and/or item serial number.

13.5 Software Registration Cards. The BPA-vendor shall, upon Government notification, ship software upgrades and documentation to the Government address indicated on each registration card received from the Government. A registration card shall be provided with each software package indicated on SF1449 or Federal Credit Card purchase type (Delivery Order).

13.6 Telephonic Request for Software Upgrades. The BPA-vendor, upon Government notification, shall ship software upgrades to Government locations that request shipment via the BPA-vendor's toll-free telephone number and/or the BPA-vendor provided commercial telephone number.

14.0 Installation. Government Installation (user installed) shall be available for the equipment on this BPA. Receipt of Order (ARO) is defined as the date when the order is received at the BPA-vendor's designated location to receive Government orders.

14.1 The BPA-vendor shall install and test all internal personal computer equipment available on the BPA to insure that the equipment is fully operational.

14.2 Government Installation. No special tools shall be required for the Government to perform the installation of any equipment, including separately orderable items.

14.3 Transfer of Warranty Notification. The BPA-vendor is ultimately responsible to provide the Government via written format, the original manufacturers, affected serial number(s) for equipment under this BPA.

15.0 Documentation Requirements. The BPA-vendor shall provide commercially available, comprehensive documentation as required by the BPA, and as ordered by the users.

15.1 Operator Maintenance. With each hardware deliverable, the BPA-vendor shall provide commercially available written instructions to users for performing operator maintenance (operator maintenance manuals). No special tools or test equipment shall be required to perform the operator maintenance.

16.0 Warranty. The BPA-vendor shall provide a minimum warranty solution including all parts and labor for all equipment and software IAW with their applicable GSA Schedule contract or 1 year, whichever is greater. The Government will consider any value added warranty including extension of the warranty duration. The Government will consider an alternate time to repair/replace IAW paragraph 16.6. All warranties shall be for the same duration. All warranties shall not be separately priced. Reference Part E-1, Tab 2 and Part E-2(a) and (b).

16.1 On-Site Locations. The BPA-vendor shall provide on-call, on-site or regional mail-back, service warranty for all equipment and software delivered to CONUS locations and the following OCONUS regional locations: (Germany, Holland, Belgium, & Italy), Panama, (Korea & Japan). CONUS is defined as the 48 contiguous states, Alaska, Hawaii, and the District of Columbia, and Puerto Rico. Any transportation cost for equipment shall be the responsibility of the BPA-Contractor.

16.2 Other OCONUS Locations. The BPA-vendor shall provide a method of warranty for other OCONUS locations not listed in the paragraph(s) above. The BPA-vendor shall provide for repairing the equipment including the means to transport the systems. The BPA-vendor shall bear all shipping costs and responsibilities both to and from the Government site. Once notified by the user, the BPA-vendor shall complete the pickup, repair, and return of the equipment within 7 working days to the user.

16.3 Coverage Period. The warranty period will commence no later than fifteen (15) calendar days after Government acceptance for CONUS shipments (excluding Alaska, Puerto Rico, and Hawaii), and thirty (30) calendar days for OCONUS, Alaska, Puerto Rico, and Hawaii. User receipt of an item that is inoperable upon delivery shall be resolved in accordance with the warranty provisions of the BPA.

16.4 Replaced Components. When the BPA-vendor replaces a defective part during the warranty period, the newly installed part shall become Government property. The defective part shall become the property of the BPA-vendor except that the Government may purchase defective hard drives and removable hard drives which shall remain the

property of the Government, as required. The ordering Contracting Officer shall negotiate price for the old drive. The effective warranty for all replacement items installed during the initial warranty period shall be the greater of (1) the remaining warranty period on the original item or (2) the 90 calendar day warranty period provided with each replacement item.

16.5 New or Warranted Parts. Only new parts or parts warranted by the OEM as equal to new shall be utilized for replacement when repairs are made.

16.6 Time to Repair/Replace.

(a) On-Site Service or regional mail-back. Equipment within CONUS and OCONUS locations in (Germany, Holland, Belgium, & Italy), (Panama), and (Korea & Japan) shall be repaired or replaced, and fully operational within two (2) working days following notification by the user to the BPA-vendor's designated technical support personnel for warranty service.

(b) Other than on site. See paragraph 16.2.

16.7 Warranty Conditions. The Government shall be able to connect or upgrade any existing system purchased from the PM Small Computer Program ID/IQ contracts or BPAs by inserting items or attaching other devices such as third party cards or disk drives without voiding the warranty on items delivered under this BPA. Substitutions and additions of equipment not manufactured or supplied by the BPA-vendor shall be subject to the following: (1) The BPA-vendor will not be responsible for damages caused to the original equipment provided the damage results from the use of such equipment, and (2) The BPA-vendor will not be responsible for defects or overall system performance degradation if such defects or performance degradation result from the use of such equipment.

16.8 Software Upgrades. The effective warranty for all software upgrades shall be the greater of the remaining warranty period on the original software purchased or a 90-calendar day warranty period provided with the upgraded software.

17.0 TELEPHONIC SUPPORT. Telephonic support in CONUS via a toll free number shall be provided by the BPA-vendor to the Government. Telephonic support shall also be provided free of telephone charges to users in OCONUS locations listed in paragraph 17.1. The Government will consider an alternate telephonic support level of service for CONUS and OCONUS. Reference Part E-1, Tab 2 and Part E-2(a) and (b).

17.1 Availability. Telephonic support services shall be 24 hours a day 7 days per week. Recorded answering services are not acceptable to the government. The BPA-vendor shall establish, for OCONUS users, regional telephonic service supporting Korea, Japan, Germany, Italy, Belgium, Panama, and Holland.

17.2 Services. As a minimum, Telephonic Support Services shall consist of the following:

(1) Order Processing and Order Tracking Information. When provided with a Government delivery order number, the BPA-vendor shall be required to provide the Government the dates of receipt and acceptance of the order and shipping status.

(2) User Technical Assistance. The BPA-vendor shall receive product problem reports and assist the user towards resolution of the reported problem. The BPA-vendor is responsible for hardware/software related calls for only those products which are covered under the warranty. The BPA-vendor shall provide a daily status report to the calling user and final report when the problem is resolved. The BPA-vendor shall maintain contact with the reporting user until final resolution has been obtained. Final resolution is to include a work around solution until the problem is corrected in the next release or version of the product.

17.3 Telephonic Support Personnel. Vendor's personnel manning the telephonic support service telephones shall have sufficient expertise to recommend corrective actions for hardware and software problems, and the personnel shall speak and understand English.

18.0 Order Processing. The BPA-vendor shall have the capability to receive and process orders both in hard copy, Government Credit Card as per format provided at Exhibit 4, and electronic media.

19.0 Quality Assurance. The BPA-vendor shall provide Quality Assurance to ensure that where applicable ordered equipment is adequately burnt-in and tested prior to shipment. The BPA-vendor shall also provide quality assurance to ensure that the requirements of this BPA are met from initial acceptance of equipment by the Government and throughout the life of the BPA. The Government reserves the right to perform any inspection to assure the requirements of the BPA have been met. Technical personnel necessary for Government inspections shall be provided by the BPA-vendor when requested.

20.0 Delivery. Delivery/Shipment shall be by commercial and commercial air delivery service. Supplies shall be packaged and marked for shipment in accordance with the contractor's customary commercial practices.

21.0 Other. The BPA-vendor shall participate in PM SCP ordering procedures (SF 1449 and credit card ordering); SF 1449 ordering process through PM SCP Centralized Order Processing Office (COPO); participate in PM SCP Fee-for-Service Program; and participate at two designated PM SCP Product Status Reviews per year.

EXHIBIT 4**MINIMUM REQUIRED FIELDS FOR CREDIT CARD ORDERS**
(File needs to be in a Microsoft Excel format)

File layout Definition. Each **row** of the spreadsheet contains information on a specific credit card transaction. Below is the required spreadsheet **columns**. There should be no extra spaces and no commas in the file. All characters are required to be in capital letters.

<u>COLUMN NAME</u>	<u>DESCRIPTION OF COLUMN</u>
contract_number (Full contract number, dashes)	Contract number that the equipment is being ordered from. up to 16 digits and includes
credit_card_number	Credit card number (16 Digits. NO DASHES!!!)
delivery_order_number letter "A" and characters.	Has to be unique to the contract number. Must start with the numbered sequentially with a maximum field length of 7
date	Date of transaction. (format: dd-mmm-yyyy)
purchaser Commas up to 35 first name))	Name of the credit card holder (Last Name; First Name - NO Characters (use a space to separate the last name from the
phone_number	Phone number of purchaser (format: 999-999-9999)
address_line_1 Characters (no commas))	First line of the Ship to address (Alphanumeric - up to 35
address_line_2 Characters (no commas))	Second line of the Ship to address (Alphanumeric - up to 35
address_line_3 Characters (no commas))	Third line of the Ship to address (Alphanumeric - up to 35
city	City (Alphanumeric - up to 15 Characters (no commas))
State	Post Office 2 Character Abbreviation (2 characters)
zip_code	First five (5) digits of the zip code (5 digits)
zip_code_extension	The four digit extension for the zip code (4 digits)

clin_number	Clin number being ordered (Maximum of 6 alphanumeric characters)
clin_quantity	clin quantity being ordered (up to 6 digits, whole numbers)
extended_dollar_amount	Extended dollar amount (Clin_quantity * unit price) (Maximum of 12 digits - 10 places to the left of the decimal point and two to the right of the decimal point. No formatting such as dollar signs or commas)
grand_total	Total dollar amount of the whole transaction (Maximum of 12 digits - 10 places to the left of the decimal point and two to the right of the decimal point. No formatting such as dollar signs or commas)
macom	Major Army Command identifier. Government provides helpful listing to assist if user cannot identify. (Maximum of 10 characters)

1.a Comark's Comprehensive Warranty Support Plan

Comark offers the extensive support of its manufacturer network, complemented by the Comark corporate support team and, where requested, supplemented by Wang's International network of service offices. All these services are offered in accordance with the terms of this agreement and are consistent with existing GSA Schedule pricing and practice. In addition to the outstanding domestic and International commercial coverage offered through many manufacturer warranties (i.e., HP, Microsoft, etc.), Comark's service center is centrally located in Illinois and, where warranted, provides an additional resource for nationwide coverage. This support infrastructure is further augmented by a teaming relationship with Wang Government Services that allows the Army access to one of the premier service schedules for the addition of SLINs or time and material support to enhance and uplift the warranted support services where needed.

1.a.1 The ET-1 Warranty

Comark provides a minimum warranty solution including all parts and labor for all equipment offered in accordance with our GSA Schedule contract or 1 year, whichever is greater. Several of the products offered have warranties that extend beyond one year and these products are identified in Attachment A. In accordance with the solicitation, no additional cost is required to secure the warranty support provided through our GSA Schedule and identified in this response. During the one year Comark warranty period, Comark will pay for all shipping costs for both CONUS and OCONUS to a designated mail-back facility.

1.a.2 Software Media

All software warranties are in conformance with manufacturer specifications and, except for consumable items and software media, they have been uplifted (where necessary) to a minimum of 1 year of support. Most software media is only covered for 90 days, but the manufacturers typically cover patches and software "bug fixes" for the required warranty period under their commercial practice. These types of fixes are typically made available to the customer at no additional fee.

1.a.3 Consumable Support

Consumable items are typically warranted for suitability in use, but cannot be covered for prolonged storage periods where the product is not in use. As such, consumable warranties are typically set at 90 days

1.a.4 Extended Service and OCONUS Support

Supplemental service support is available through our relationship with Wang to uplift or enhance the standard levels of coverage provided in our GSA Schedule contract. SLINs tied to the Wang GSA Schedule or time and material can be used to access this level of coverage. This provides ET-1 customers with a method of warranty for other OCONUS locations not required in the solicitation. Once incorporated, the additional SLINs will provide for non-standard repair of equipment including the means to transport the systems. If SLINs are used, Comark will bear all shipping costs and responsibilities both to and from the Government site. Once supplemental service is purchased, ET-1 users can request dispatch of Wang technicians and Comark will ensure that covered systems are picked up, repaired, and returned within the ordered response period to the user. Whereas the manufacturers that are identified as providing OCONUS support under 2.f cover the mandatory locations identified in the solicitation, Wang's Government Services and International divisions provide office support in the following locations:

United States Locations:

- | | |
|---------------|-----------------|
| ◆ Alabama | ◆ Florida |
| ◆ Alaska | ◆ Georgia |
| ◆ Atlanta | ◆ Hawaii |
| ◆ California | ◆ Illinois |
| ◆ Colorado | ◆ Maryland |
| ◆ Connecticut | ◆ Massachusetts |

- ◆ North Carolina
- ◆ Ohio
- ◆ Oklahoma
- ◆ Puerto Rico

- ◆ Texas
- ◆ Virginia
- ◆

European Locations:

- ◆ Argentina
- ◆ Australia
- ◆ Belgium
- ◆ Canada
- ◆ Chile
- ◆ Colombia
- ◆ France
- ◆ Germany
- ◆ Hong Kong
- ◆ Ireland
- ◆ Italy

- ◆ Japan
- ◆ Mexico
- ◆ Netherlands
- ◆ New Zealand
- ◆ Singapore
- ◆ South Korea
- ◆ Spain
- ◆ Sweden
- ◆ Switzerland
- ◆ Thailand
- ◆ United Kingdom

1.a.5 Coverage Period

The warranty period will commence no later than fifteen (15) calendar days after Government acceptance for CONUS shipments (excluding Alaska, Puerto Rico, and Hawaii), and thirty (30) calendar days for OCONUS, Alaska, Puerto Rico, and Hawaii. User receipt of an item that is inoperable upon delivery will, at a minimum, be resolved in accordance with the warranty provisions of the BPA.

1.a.6 Replaced Components

When the Comark technician replaces a defective part during the warranty period, the newly installed part will become Government property. The defective part will become the property of Comark or its representative except that the Government may purchase defective hard drives and removable hard drives which will remain the property of the Government, as required. The ordering Contracting Officer will negotiate price for the old drive. The effective warranty for all replacement items installed during the initial warranty period will be the greater of (1) the remaining warranty period on the original item or (2) the 90 calendar day warranty period provided with each replacement item.

1.a.7 New or Warranted Parts

Only new parts or parts warranted by the manufacturer (OEM) as equal to new will be utilized for replacement when repairs are made.

1.a.8 Time to Repair/Replace

All service will be performed in accordance with standard GSA Schedule warranty terms. Where response or level of coverage is insufficient, Comark has teamed with Wang to provide the Army the option of offering service uplift SLINs. This will insure coverage in accordance with the solicitations required response time for all products offered under this solicitation.

1.a.9 Warranty Conditions

The Government will be able to connect or upgrade any existing system purchased from the PM Small Computer Program ID/IQ contracts or BPAs by inserting items or attaching other devices such as third party cards or disk drives without voiding the warranty on items delivered under this BPA. Substitutions and additions of equipment not manufactured or supplied by Comark will be subject to the following: (1) Comark will not be responsible for damages caused to the original equipment provided the damage results from the use of such equipment, and (2) Comark will not be responsible for defects or overall system performance degradation if such defects or performance degradation result from the use of such equipment.

1.a.10 Software Upgrades

The effective warranty for all software upgrades will be the greater of the remaining warranty period on the original software purchased or the commercial warranty period provided with the upgraded software.

1.b Product Conformance and Value-Added Features

1.b.1 Software

All software products offered are in conformance with the requirements of Section 2.0 of the solicitation. In addition, the software line items meet the Year 2000 Compliant Warranty requirement under Paragraph 1.3.2 and are separately orderable in conformance with Paragraph 1.3.3.

1.b.1.1 Initial Purchase Software

Comark will provide the latest, commercial version with documentation of the initial purchase software products. The media for delivery of all software, except where noted otherwise in the pricing description, is in conformance with the Army's preference for CD-ROM.

1.b.1.2 Software Version or Competitive Upgrade

The latest version of all commercial version upgrades or competitive upgrades will be provided. Previous versions or competitive products illegible for the upgrade will be identified in the product description provided with pricing.

1.b.2 Hewlett Packard Peripheral Products

All Hewlett Packard peripheral products offered are in conformance with Section 3.0 of the solicitation. In addition, the peripheral products meet the Year 2000 Compliant Warranty requirement under Paragraph 1.3.2 and are separately orderable in conformance with Paragraph 1.3.3. Comark also certifies that all products offered are Energy Star compliant in accordance with Paragraph 1.3.4 and that all necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed product offered fully operational and interoperable within the intended and identified user's environment, will be provided.

1.b.3 Memory Upgrades and Adapters

All products are in conformance with the requirements for memory upgrades and adapters provided under paragraphs 4.0 and 1.2 of the solicitation. These SLINs are separately orderable and in conformance with Paragraph 1.3.3. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed product offered fully operational and interoperable within the intended and identified user's environment, will be provided. Comark's ISO 9002 Configuration Center will provide unprecedented memory integration and configuration support to fielded and delivered products.

1.b.4 Input Devices

All input devices meet the requirements of Section 5.0 and are separately orderable in conformance with Paragraph 1.3.3. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed product offered fully operational and interoperable within the intended and identified user's environment, will be provided.

1.b.5 Output Devices

All output devices meet the requirements of Section 6.0 and are separately orderable in conformance with Paragraph 1.3.3. Comark certifies that all products offered are Energy Star compliant in accordance with Paragraph 1.3.4. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed device offered fully operational and interoperable within the intended and identified user's environment, will be provided.

1.b.5.1 Monitors

The monitors are VESA complaint and provide high resolution full motion images without jitters. Monitor systems operate at CONUS (120 VAC +/- 10% at 60 Hz) and OCONUS (220 VAC +/- 10% at 50 Hz) sites using commercial grade power. Monitors meet the FCC's CFR 47, Part 15, Subpart J, class B (USA) and EN 5022 Class B (International) standards for RFI/EMI.

1.b.5.2 Specialty Printer

The printer operates at CONUS (120 VAC +/- 10% at 60 Hz) and OCONUS (220 VAC +/- 10% at 50 Hz) sites using commercial grade power. The printer meets the UL 1950 (USA) and IEC 950 (Europe) standards for electrical safety. The printer also meets the FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 Class B (International) standards for RFI/EMI.

1.b.6 Expansion Boards

All expansion boards meet the requirements of Section 7.0 and are separately orderable in conformance with Paragraph 1.3.3. Comark certifies that all products offered are Energy Star compliant in accordance with Paragraph 1.3.4. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed device offered fully operational and interoperable within the intended and identified user's environment, will be provided.

1.b.6.1 Video Cards

The video cards are VESA compliant and provide high resolution full motion images without jitters.

1.b.6.2 Internal Modem Cards

The internal modem cards include necessary drivers for Microsoft (WFW 3.11, Win 95, Windows NT 4.0, Solaris, Novell UnixWare, and SCO UNIX OSs) unless these drivers are provided as part of the fielded OSs. Comark will obtain Host Nation Approval for OCONUS modems within six months of contract award

1.b.7 Secondary Storage Devices

All secondary storage devices meet the requirements of Section 8.0 and are separately orderable in conformance with Paragraph 1.3.3. Comark certifies that all products offered are Energy Star compliant in accordance with Paragraph 1.3.4. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed device offered fully operational and interoperable within the intended and identified user's environment, will be provided. These devices will include necessary drivers for Microsoft (WFW 3.11, Win 95, Windows NT 4.0, Solaris, Novell UnixWare, and SCO UNIX OSs) unless these drivers were provided as part of the fielded OSs.

1.b.7.1 Floppy Disk Device

The floppy disk device is internally mounted and maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification.

1.b.7.2 IDE Drives

The IDE devices are internally mounted and maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification.

1.b.7.3 SCSI Devices

The SCSI devices are either a Fast Wide SCSI-2 or Ultra SCSI interface and are internally mounted. The devices are connected to the SCSI controllers specified in solicitation paragraphs 7.2.c and 7.2.d. The SCSI devices maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certifications.

1.b.7.4 Parallel Port Devices

The parallel port devices are external devices and operate at CONUS (120 VAC +/- 10% at 60 Hz) and OCONUS (220 VAC +/- 10% at 50 Hz) sites using commercial grade power. The parallel port devices meet the UL 1950 (USA) and IEC 950 (Europe) standards for electrical safety. The parallel port devices maintain the systems' FCC's CFR 47 Part 15, Subpart J, class B (USA) and EN 55022 class B (International) certification. The parallel port devices also include a six-foot parallel cable and necessary drivers for Microsoft (WFW 3.11, Win 95, Windows NT 4.0, OSs) unless they are provided as part of the fielded OSs.

1.b.8 Extension Cables and Adapters

All extension cables and adapters meet the requirements of Section 9.0 and are separately orderable in conformance with Paragraph 1.3.3. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed device offered fully operational and interoperable within the intended and identified user's environment, will be provided.

1.b.9 Accessories and Consumables

All accessories and consumables meet the requirements of Section 10.0 and are separately orderable in conformance with Paragraph 1.3.3. All necessary hardware, BIOS, connectors, software drivers, and documentation required to make each proposed device offered fully operational and interoperable within the intended and identified user's environment, will be provided.

1.b.10 Training and Alternative Documentation

All training and alternative documentation meets the requirements of Section 11.0 and is separately orderable in conformance with Paragraph 1.3.3.

1.b.11 Contract Management

Comark Federal Systems is familiar with the Army's requirements for review process and has the expertise and resources to comply with the planning and controlling activities necessary to meet the requirements of this BPA. Weekly order activity, monthly status reports, current ordering catalogs, and equipment failure reports will all be fielded in accordance with the terms of the contract and best commercial practices. Comark recognizes the importance of open communication and proactive marketing of these types of contracts and we are prepared to partner with the Army to optimize and increase our representation across all eligible agencies and clients. Comark also looks forward to participate in the Army's industry-renowned Project Status Reviews.

1.b.11.1 Worldwide Site Support

Comark has also strategically partnered with Wang Federal to provide the Army with access to Wang's worldwide support network. Where commercial warranties fail to meet the Army's mission critical or security needs, Comark is positioned to offer supplemental support through Wang's GSA Schedule and commercial support network. This provides the Army the flexibility to add GSA-based specialty SLINs or placing time and material requests under the ET-1 ordering process.

1.b.12 Configuration Management.

Comark is familiar with DoD requirements for configuration control and is prepared to fully support the Army's requirements under Section 13.0. Within 30 days of award, Comark will supply the Government DD Form 61 and will provide regular and timely notification of any and all changes to manufacturer equipment and software offered on the BPA. Comark will implement manufacturer-sponsored changes to correct safety hazards or equipment malfunctions in accordance with mutually agreed schedules and at no additional cost to the Government. New software releases will be announced, distributed, and supported, pursuant to Government direction, throughout the manufacturer's warranty period and distribution will be at no additional cost to the Government.

1.b.13 Installation

Comark will install and test all internal personal computer equipment available on the BPA in its ISO 0992 Configuration Center. With the Army's support, Legacy systems can be used to perform pre-delivery test of the functionality and compatibility of internal devices. No special tools will be required for the Government to install any equipment including separately orderable items and Comark will provide the original manufacturer's serial numbers for equipment supplied under this BPA.

1.b.14 Documentation

Comark will provide the commercially available, comprehensive documentation as required by the BPA, and as ordered by the users. Commercially available written instructions to users for performing operator maintenance will also be supplied. Again, no special tools will be required to perform the operator maintenance.

1.b.15 Warranty

Comark will provide warranty support in accordance with the amended terms of Section 16.0 of the solicitation and Section 2.b.

1.b.16 Telephonic Support

Comark will provide telephone support in accordance with the terms of Section 17.0 of the solicitation and Section 2.d.

1.b.17 Order Processing

Comark is familiar with Government requirements for order processing and is experienced in acceptance of hard copy and electronic media orders. Comark will accommodate the US Army COPO by using the prescribed formats for Government credit cards. Comark has an automated ordering system that will process all orders within hours of receipt.

1.b.18 Quality Assurance

The ISO9002:94 certified Comark Configuration Center is independently certified at the industry's highest levels of quality assurance. Accordingly, Comark will implement and maintain these same standards for all ET-1 shipments. Furthermore, the Comark Configuration Center is equipped to provide the customer with staging support. Customers that require integrated units to be delivered at specific intervals over a specified period of time can have their needs met by having Comark integrate, test and hold the equipment until it is requested to be shipped out. This facilitates standardization across multiple configurations while facilitating customer needs for specialized support.

1.b.19 Delivery

Comark will use its established commercial distribution service and practices to meet ET-1 needs. Comark's commercial deliveries are, on average, completed within 1 day of order receipt for stocked items. With access to Comark's on-hand inventory of \$100 million, the shipping response for ET-1 will become an industry benchmark.

1.c World-Wide Telephonic Support

Comark offers toll-free, 1-800 access (CONUS only) to its Tier-1 certified help desk. Open communication and facilitation of customer problem resolution is critical to Comark's Federal mission. While offering a single point of contact for fielding inquiries and support issues, the Comark team also provides the Army with a redundant set of support tools to insure that questions and issues are always addressed on a real-time basis.

1.c.1 The Comark Support Desk.

With a staff of 12 full time technicians, and an automated callback support system, Comark provides the Army with a single resource for 24-hour response capability. Order status and technical support will all be provided through our single toll free number.

1.c.2 OCONUS and 24 Hour Support

This industry leading service is also available to OCONUS locations, but toll free service has not yet been established outside of the 1-800 network for the Comark support desk. Based on traffic volume, extended support capability can be added to our support desk capability, but current volumes allow technicians to field after-hour calls on a beeper-based call back basis. Currently, this is the most efficient means to meet customer off-hour needs using top-level support technicians.

1.c.3 Web-Base Support

To facilitate International customer support and augment the 1-800 support, Comark will provide web access to ET-1 order information and technical support technicians through our web site. This gives customers global support across all types of platforms and provides a ready back up to our call-in support. It also allows technicians the time to research complicated issues while providing users with hard copy responses for ease of implementation or filing.

1.c.4 The Teaming Advantage

Comark's teaming relationship with MicroAge also provides ET-1 users with access to one of the top call-in support networks available. With direct access to today's top manufacturing technicians, the MicroAge network is available to support software sales and supplement the Comark hardware support. Combined with the potential for local access to the Wang network of service offices, the US Army has access to multiple avenues for support.

1.c.5 Call Reporting

Comark's support desk will track each call in accordance with the provisions of the solicitation. Users will be provided with a daily status report on the call status as well as a final report when the call is resolved. Final resolution is to include a work around solution until the problem is corrected in the next release or version of the product. Calls placed to teaming partner networks should also be reported to the Comark center for proper tracking and resolution reporting.

1.c.6 Telephonic Support Personnel.

Comark's telephonic support service personnel are certified in Tier 1 technologies and will have sufficient training and expertise to recommend corrective actions for hardware and software problems. They also have access to extensive manufacturer research networks and technicians. This expertise extends beyond the technologies fielded under this solicitation and that facilitates Comark's ability to trouble shoot the products intended for integration in and interoperation with Army Legacy systems. All Comark telephone support personnel speak and understand English.

1.d Alternative Terms

As addressed in Section 2.b, Comark provides a minimum warranty solution including all parts and labor for all equipment offered in accordance with our GSA Schedule contract or 1 year, whichever is greater. Several of the products offered have warranties that extend beyond one year and these products are identified in Attachment A. In accordance with the solicitation, no additional cost is required to secure the warranty support provided under GSA or, where feasible, upgraded to meet the basic requirements by Comark. There are, however, a few clarifications and exceptions to the warranty support requested in the solicitation and the specific products impacted are identified below:

1.d.1 Software

Except for the physical media used to transport the product, software manufacturers typically do not recognize their products as covered under conventional warranties. Accordingly, Comark is extending the manufacturer media warranties offered under GSA and advising the Government that software defects and bugs will be corrected in accordance with the manufacturer's commercial practices. These types of repairs typically extend for the support-life of the product and meet the Army's requirement for 1 year of support.

1.d.2 Consumables

Consumables (CLIN 0039) are warranted for suitability in use, but may not be covered for prolonged periods of storage. Accordingly, most manufacturers only offer 90-day warranties to cover defective shipments. The warranties cannot be extended to cover the product after it has been consumed or after it has been subjected to inordinately prolonged periods of inactivity.

1.e Extended Manufacturer Warranty

Extended manufacturer warranties for individual items are annotated with each CLIN/SLIN in Attachment A.